

**COMMONWEALTH OF  
MASSACHUSETTS**  
DEPARTMENT OF PUBLIC HEALTH  
Bureau of Communicable Disease Control

**Health & Homeland Alert Network (HHAN)  
Version 2.0**

Basic User Guide v0.2



Massachusetts Department of Public Health <i>Bureau of Communicable Disease Control</i> <i>Health &amp; Homeland Alert Network (HHAN)</i>	Version: 0.1
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## Revision History

Date	Version	Description	Author
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## Introduction

The Health & Homeland Alert Network (HHAN) is a web-based computer application that semi-automatically disseminates information via a web portal, email, and telephony. The HHAN began as the Health Alert Network (HAN) and still fills this role. Homeland was added to the program name in 2004 to more accurately describe its employment as an alerting system for emergency preparedness and emergency management.

## *Health Alert Network (HAN) Mission*

Ensure that each community has rapid and timely access to emergent health information; a cadre of highly-trained professional personnel; and evidence-based practices and procedures for effective public health preparedness, response, and service on a 24/7 basis.

## *About the HHAN v2.0 Basic User Guide*

The HHAN User Guide covers the day-to-day user operations working through HHAN web portal to configure the user's User Profile, send and receive Alerts, post News Items, and access the Main Group Shared Folders. The HHAN User Guide contains an overview of HHAN v2.0, provides descriptions of its functionality, and shows you how to accomplish specific tasks.

## *Quick Start*

The Quick Start section guides new HHAN users through the process to enroll and configure their account to receive alerts and how to confirm receipt of alerts. It is intended to get new users up and running as quickly as possible to *receive and confirm* HHAN Alerts. Users should read the complete HHAN 2.0 User Guide for information concerning creating News Items, sending Alerts, and accessing the Main Group Shared Folders.

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## Health & Homeland Alert Network (HHAN) v2.0

### Basic User Guide

<http://mass.gov/hhan>

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## HHAN v2.0 Quick Start

The following section guides new HHAN users through the process to enroll and configure their account to receive alerts and how to confirm receipt of alerts. It is intended to get new users up and running as quickly as possible to *receive and confirm* HHAN Alerts. Users should read the complete HHAN 2.0 User Guide for information concerning creating News Items, sending Alerts, and accessing the Main Group Shared Folders.

All user data including contact information, password, telephone PIN, and alert settings are inputted on the "User Profile" screen. HHAN Users must keep their User Profile up to date to ensure the proper delivery of Alerts.

## Configure Your User Profile

### 1. Access your User Profile

#### If you received an email invitation:

Access your HHAN User Profile screen by clicking on the link at the bottom of your emailed HHAN invitation.

#### If you were given your username and password:

- 1) Navigate to **www.mass.gov/hhan** using your web browser.
- 2) Access your User Profile by clicking on either the "Profile" link on the top of your screen or the "User Profile" link under Actions.

### 2. Enter your information into your User Profile

Required fields are marked with red asterisks.

- You may pick your own username but you cannot change it once you have saved your User Profile. Please write down your username!
- Passwords must contain at least one upper case letter, a lower case letter, and a number. Your password must be at least eight characters long.
  - "Password1" is an example that comports to these rules.
- Your telephone PIN is a four digit PIN that you choose. You will be asked to enter your telephone PIN before a telephonic alert is read to you.
- You can receive the first 160 characters of an alert on your cell phone via text messaging. Enter your 10 digit cell phone number as an email in the "Alpha Pager Email" field. Each cellular carrier has a different email protocol. Some common carriers' email protocols:
  - Verizon - #@vtext.com
  - Nextel - #@messaging.nextel.com
  - Cingular – #@cingularME.com
  - AT&T Wireless – #@mmode.com
  - T Mobile – #@tmomail.net
  - Sprint – #@messaging.sprintpcs.com

e.g. "6175551234@yourcarrier.com"

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- You can specify up to four locations to be alerted for each Alert Priority Level. It does not matter in what order you list your desired locations. Non-telephonic alerts i.e. emails will be sent immediately. Any listed telephones will be called 10 minutes after an alert is sent if you do not confirm using another method. It is highly recommended that HHAN users list at least one email address under each Alert Severity Level in their User Profile.  
NOTE: Please do not use any shared telephone lines for receiving alerts. The HHAN will not announce to whom an alert is addressed.

3. Click “Save Profile” – You are now set up to receive HHAN notifications.

4. Click on “Back to Main Page”

## ***Your Main Page***

Your Main Page lists your latest three Alerts and latest three News Items drawn from all of your Main Groups.

Each HHAN user belongs to one or more Main Groups. Boards of Health, Hospitals, and the MDPH are examples of actual Main Groups on the HHAN. You can return to your Main Page at any time by clicking the “Home” link. For more information about Main Groups see the “Main Group Pages” section of this manual.

## ***News and Alerts***

Click on the Alert or News Item title to read an Alert or News Item.

Both News and Alerts are types of informational bulletins posted by Group Managers according to the Group protocol. Posting an Alert triggers the notification system while posting a News item does not. Both have a title which is also the link to the Alert/News Details Page. The Alert/News Details page displays all of the specific details for that particular bulletin. You can confirm an Alert from its Details page by clicking on “Confirm”. Any attached files are accessible via links at the bottom of the Details page. For more information about News and Alerts go to the “News Items” and “Alerts” sections of this guide.

## ***Group Pages***

Group Pages display Alerts and News for that Group.

Each Group on the HHAN has a dedicated Main Group page only accessible by members of that Group. **Clicking on the “Groups” link on the top of the page will present a complete list of your Main Groups.** Protocol Groups are displayed as a drop down menu inside the parent Main Group entry. Each user’s top three Main Groups are also listed on the left side of the Main Page. Clicking on a Group title will take you to that Main Group Page. Main Group Pages appear very similar to your Main Page although there are key differences. Main Group Pages only display Alerts and News Items pertinent to that Group. Main Group Pages also have a Shared Folder for posting and retrieving files. Many Main Groups will also have Protocol Groups. These are, in effect, sub-groups that behave basically the same as the Main Group.

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## ***Receiving and Confirming Alerts***

HHAN Alerts can be confirmed in three ways – Email, Telephony, and the HHAN web portal. NOTE: HHAN alerts can be delivered via text messaging but you cannot confirm an alert via text messaging.

### **A. Confirming Email Alerts**

- 1) The HHAN Alert will be delivered by email.
- 2) Read the email.
- 3) Click on the link to confirm.

### **B. Confirming Telephonic Alerts**

- 1) Answer the call vocally – this triggers the text to voice program.
- 2) Enter your four-digit Telephone PIN when prompted.
- 3) Listen to the Alert message.
- 4) If necessary, press 2 to repeat the message.
- 5) Press 1 to confirm the Alert.

### **C. Confirming an Alert via the HHAN web portal**

NOTE: Many HHAN Alerts have associated files. The files may only be accessed via the web portal.

- 1) Login to the HHAN.
- 2) Click on the Alert title to access the Alert Details Page.
- 3) Read the Alert.
- 4) Click on “Confirm” to confirm.
- 5) Links to attached files appear at the bottom of the Alert Details Page.

HHAN Users should read the entire Basic User Manual as soon as time permits.

**Please contact the HHAN team for assistance or with questions: [alert.network@state.ma.us](mailto:alert.network@state.ma.us)**



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## System Overview

### Accessing the Health & Homeland Alert Network (HHAN)

An Internet connection is required to access the HHAN. Most standard web browsers are supported.

- Apple Safari v1.2+
- Microsoft Internet Explorer v6.0+
- Mozilla Firefox v1.5+
- Netscape Navigator v6.1+

Open your web browser and navigate to <http://mass.gov/hhan>. Present your login credentials. You will be sent to your Main Page.

Users can initiate a password reset by clicking on “Forgot Password?” and entering their username.

Users enrolling onto the HHAN using an emailed invitation letter should click on the link at the bottom of that email to begin the enrollment process. Use the “Setting up Your HHAN Account” section of this manual for guidance.

If you do not have HHAN login credentials please send an email to [alert.network@state.ma.us](mailto:alert.network@state.ma.us) to request an account. Please include the following information:

- The organization for which you work.
  - A brief description of your duties so that we can properly configure your account.
- A telephone number where we may reach you.
- Your work email address.

<http://mass.gov/hhan>

**IMPORTANT NOTE ABOUT BOOKMARKS:** Please bookmark the URL above and not where you are redirected. The site to which you are redirected may change. Using this URL will ensure that you are always accessing the proper portal.

### Your Main Page

Each HHAN user belongs to one or more Main Groups. Boards of Health, Hospitals, and the DPH are examples of actual Groups on the HHAN. Your Main Page lists your latest three Alerts and latest three News items drawn from all of your Main Groups and Protocol Groups. (NOTE: The HHAN simply displays the three latest alerts not the three of highest priority. Please visit each of your Groups to ensure that you do not miss an important alert.) You can return to your Main Page at any time by clicking the “Home” link. Please see the “Main Page” section of this manual for more information.

### News Items and Alerts

Both News Items and Alerts are types of informational bulletins posted by Group Managers according to the Group protocol. Posting an Alert triggers the notification system while posting a News item does not. Both have a title which is also the link to the Alert/News Details Page. The Alert/News Details page displays all of the specific details for that particular bulletin. You can confirm an Alert from its Details page by clicking on “Confirm”. Any attached files are accessible via links at the bottom of the Details page. Please see the “News Items” and the “Alerts” sections of this manual for more information.

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## Group Pages

Each Group on the HHAN has a dedicated Group page only accessible by members of that Group. **Clicking on the “Groups” link on the top of the page will present a complete list of your Groups.** Each user’s groups are also listed on the left side of the Main Page. Clicking on a Group title will take you to that Group Page. Group Pages appear very similar to your Main Page although there are key differences. Group Pages only display Alerts and News pertinent to that Group. Main Group Pages also have a Main Group Shared Folder for posting and retrieving files. Many Groups will also have Protocol Groups. These are, in effect, sub-groups that behave the same as the Main Group.

## Permission Levels

HHAN users are assigned one of four permission levels for each Main Group and Protocol Group to which they belong. Main Group Shared Folder permissions only apply to Main Groups. Protocol Groups do not have Shared Folders.

Read Only – Users can read News Items, receive Alerts, and view files in the Main Group Shared Folder. Users cannot post News Items, send Alerts, or modify the Main Group Shared Folder.

Read and Write News Only – Users can post News Items for this Group and have full posting/modifying access to the Main Group Shared Folder.

Read and Write Alert and News – Users can post News Items and send Alerts to this Group. Users also have full posting/modifying access to the Main Group Shared Folder.

Main Group Admin - Users can post News Items and send Alerts to this Group. Users also have full posting/modifying access to the Main Group Shared Folder. Users can create HHAN User accounts and can join existing HHAN users to this Main Group and all its Protocol Groups.

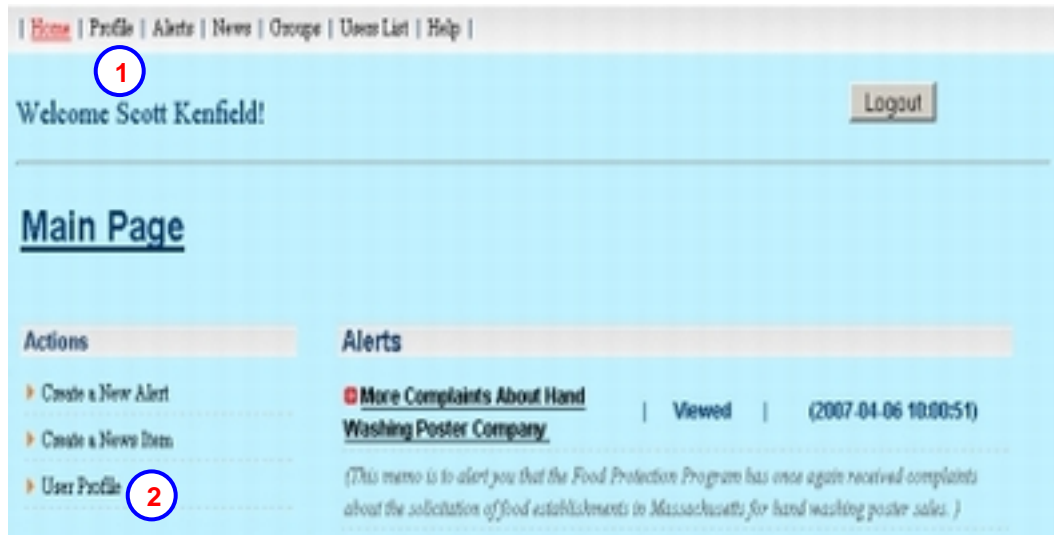
A User’s permission level for their top three Main Groups are displayed in parentheses under Groups on their Main Page. A User’s permission levels for their top three Protocol Groups are displayed in parentheses under Groups on the corresponding Main Group Page.

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## Setting up Your User Profile

Every HHAN user maintains their own User Profile. HHAN users must keep their User Profile information up to date in order to receive all of their alerts.

- 1) Access your User Profile. There are three ways:
  - a. Click on the link at the bottom of your emailed HHAN invitation.
  - b. Click on the "Profile" button on the Command Bar.
- 2) Click on the "User Profile" button under Actions on your Main Page.  
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- 3) Enter your User Profile's Main information (\*\* denotes required fields).
- Prefix as appropriate
  - \*\*User's enrolling via an invitation may pick their Username – once this is saved it cannot be modified.
  - \*\*Password – passwords must be eight characters or more; must contain at least one of each: small and capital letters and number(s).
  - \*\*Re-enter password – this must match the Password field.
  - \*\*Telephone PIN – Users choose a four-digit Personal Identification Number (PIN) that must be entered to receive telephonic alerts.
  - \*\*First Name – User's first name. Spaces are not allowed.  
NOTE: A common error is to enter a space after the first name. This will produce a "first name invalid" error. If this happens then remove the space.
  - \*\*Last Name – User's last name. Spaces are not allowed.  
NOTE: A common error is to enter a space after the last name. This will produce a "last name invalid" error. If this happens then remove the space.
  - Organization – free text field. Please enter the organization for which you work.
  - Title – free text field. Please enter your job title.
  - Degree – free text field. Please enter any degrees that you have earned.
- (continued on the next page)

**User Information**

\*\* Indicates a required field

**Main Information:**

Prefix:	Mr. ▾
First Name:	<input type="text"/> **
Last Name:	<input type="text"/> **
Username:	<input type="text"/> **
Password:	<input type="password"/> **
	(Eight characters or more; must contain small and capital letters and number(s) mixed)
Re-type Password:	<input type="password"/> **
	(Eight characters or more; must contain small and capital letters and number(s) mixed)
Telephone PIN:	<input type="text"/> ** (This must be 4 digits)
Organization:	<input type="text"/>
Title:	<input type="text"/>
Degree:	<input type="text"/>

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- 4) Enter your User Profile's Work Contact information (\*\* denotes required fields).
- Work Location – free text field. Please enter your work location e.g. Anytown Town Hall.
  - Work Address – free text field. Please enter the street address of your Work Location.
  - Work City – free text field. Please enter the city or town of your Work Address.
  - Work State/Province – validated for U.S. States and Canadian Provinces. Please select the state/province of your Work Address.
  - Work ZIP/postal code – free text field. Please enter the ZIP/postal code of your Work Address.
  - \*\*Work Email – email address field. Please enter your work email address.  
NOTE: The HHAN uses the Work Email field as a unique identifier for user administration. Only one HHAN account per discrete work email address is permitted.
  - \*\*Work Phone – numerical field. Please enter your ten-digit work telephone number.  
Do not use parentheses or hyphens. Extensions are not supported. Extensions will be included in the next HHAN release.
  - Work Fax – numerical field. Please enter your fax machine's telephone number.  
(continued on the next page)

**Work Contact:**

Work Location:	<input type="text"/>
Work Address:	<input type="text"/>
Work City:	<input type="text"/>
Work State/province:	<input type="text" value="-"/>
Work Zip/Postal code:	<input type="text"/>
Work Email:	<input type="text"/> **
Work Phone:	<input type="text"/> ** (eg.: 6171234567)
Work Fax:	<input type="text"/> (eg.: 6171234567)

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- 5) Enter your Home Contact information. This information is not available to other HHAN users.
- Home Address – free text field. Please enter your home street address.
  - Home City – free text field. Please enter the city or town of your Home Address.
  - Home State/province - validated for U.S. States and Canadian Provinces. Please select the state/province of your Home Address.
  - Home ZIP/postal code – free text field. Please enter the ZIP/postal code of your Home Address.
  - Home Phone – numerical field. Please enter your ten-digit home telephone number. Do not use parentheses or hyphens.  
(continued on the next page)

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- 6) Enter your Alternate Contact information. These fields are not required but can be used to receive HHAN Alerts.
- Cell Phone – numerical field. Please enter your ten-digit cellular telephone number.
  - Numeric Pager – numerical field. Please enter your ten-digit numeric pager telephone number. The HHAN does not issue alerts via numeric pager.
  - Alpha Pager Email - You can receive the first 160 characters of an alert on your cell phone via text messaging. Enter your 10 digit cell phone number as an email in the "Alpha Pager Email" field. Each cellular carrier has a different email protocol. Some common carriers' email protocols:
    - Verizon - #@vtext.com
    - Nextel - #@messaging.nextel.com
    - Cingular – #@cingularME.com
    - AT&T Wireless – #@mmode.com
    - T Mobile – #@tmomail.net
    - Sprint – #@messaging.sprintpcs.com

e.g. "6175551234@yourcarrier.com"
  - Alternate Phone – numerical field. Please enter the ten-digit telephone number of an alternate line that you wish to use. Do not use parentheses or hyphens. Extensions are not supported. Extensions will be included in the next HHAN release.
  - Other Means of Contact – free text field. Use this field to list/describe another means of reaching you. The HHAN does not alert using this field.
- (continued on the next page)

**Alternate contact:**

Cell Phone:	<input type="text"/>	(eg.: 6171234567)
Numeric Pager:	<input type="text"/>	(eg.: 6171234567)
Alpha Pager Email:	<input type="text"/>	
Alternate Phone:	<input type="text"/>	(eg.: 6171234567)
Alternate Email:	<input type="text"/>	
Other Means of contact:	<input type="text"/>	

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7) Select your Alerting Preferences.

- Please use the drop down menus to select up to four locations (work email, work phone, cell phone, etc) for each level of HHAN alert.
- Do not be concerned with the “order” of the locations you list. Emails including Alpha Pager Emails are sent immediately upon an Alert being issued. If a HHAN user does not confirm via email then all listed telephone locations will be called. If no locations are listed then the only way to receive an alert is to visit the HHAN web portal.
- These Alerting Preferences cover all Groups to which a HHAN user belongs.
- You must have entered the proper contact information for a selected location to receive a HHAN Alert.
- Do not select telephone numbers used by more than one person (e.g., main office telephone numbers). The HHAN does not announce who it is alerting.
- It is recommended that HHAN users do not select telephone locations for Minor level alerts.

**Alerting Preferences:**

<b>Extreme:</b>	Work Phone	Work Email
	Cell Phone	Alpha pager Email
<b>Severe:</b>	Cell Phone	Work Phone
	Alpha pager Email	Work Email
<b>Moderate:</b>	Alpha pager Email	Cell Phone
	Work Email	Work Phone
<b>Minor:</b>	----	----
	----	Alpha pager Email
<b>Unknown:</b>	----	----
	----	----

Submit
Reset



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## Your Main Page

### Main Page Overview

Each HHAN user belongs to one or more Main Groups. Boards of Health, Hospitals, and the DPH are examples of actual Groups on the HHAN. Your Main Page lists your latest three Alerts and latest three News items drawn from all of your Main Groups and Protocol Groups. (NOTE: The HHAN simply displays the three latest alerts not the three of highest priority. Please visit each of your Groups to ensure that you do not miss an important alert.) You can return to your Main Page at any time by clicking the “Home” link.

Your Main Page contains:

1. Command Bar – see “Main Page - Command Bar” section for more information.
2. Your Name
3. Actions – see “Main Page - Actions” section for more details.
4. Groups – see “Main Page – Groups” section for more details  
click on the “More” button to access your “Groups” page
5. Alerts – the latest three Alerts issued from all of your Groups.  
Click on the “More” button to access your “All Alerts” page.  
See the “Alerts” section of this manual for more information.
6. News – the latest three News Items from all of your Groups.  
Click on the “More” button to access your “All News” page.  
See the “News Items” section of this manual for more information.

The screenshot shows the HHAN Main Page interface. At the top is a navigation bar with links: Home, Profile, Alerts, News, Groups, Users List, and Help. A 'Logout' button is on the right. Below the navigation bar, the user is greeted with 'Welcome Scott Kenfield!'. The main content area is titled 'Main Page' and is divided into three columns. The left column contains 'Actions' (Create a New Alert, Create a News Item, User Profile) and 'Groups' (LBOH, HHAN, SMARTTESTGROUP). The middle column contains 'Alerts' (More Complaints About Hand Washing Poster Company, Test message, Pet Food Recalls). The right column contains 'News' (Energy Club, More Complaints About Hand Washing Poster Company, Pet Food Recalls). Numbered callouts are placed over the interface: 1 points to the navigation bar, 2 points to the user name, 3 points to the 'User Profile' link, 4 points to the 'More' button under Groups, 5 points to the 'Alerts' section header, and 6 points to the 'More' button under News.

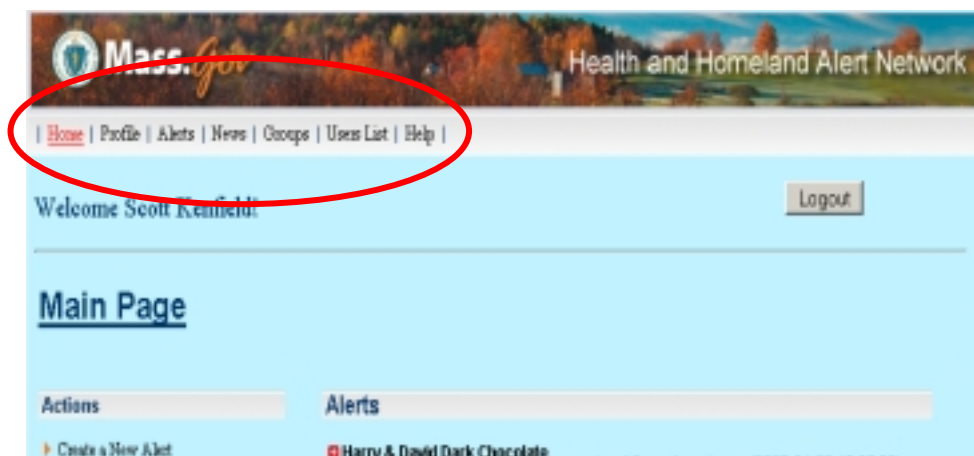
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## Command Bar

The HHAN Command Bar is presented on all HHAN pages. It contains several buttons used to quickly navigate to important HHAN pages.

The Command Bar buttons are:

- 1) Home – this button accesses your Main Page.
- 2) Profile – this button accesses your User Profile.
- 3) Alerts – this button accesses your “All Alerts” page. The “All Alerts” Page lists all alerts that you have received or sent.
- 4) News – this button accesses your “All News” page. The “All News” Page lists all News Items posted to your Groups.
- 5) Groups – this button accesses your “All Groups” page. The “All Groups” page lists every Group to which you belong and displays your permissions in those Groups.
- 6) User List – this button accesses the “Users List” page. The “Users List” page displays every HHAN user sorted by username. Use the Find function of your browser to find the person for whom you are looking.
- 7) Help – the help feature of the HHAN is not fully implemented. Please direct questions to the HHAN inbox at [alert.network@state.ma.us](mailto:alert.network@state.ma.us).



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## ***Main Page - Actions***

These actions are always presented on your Main Page regardless of your permissions.

- 1) Create a New Alert – this button will begin the process to create an Alert. A red warning will appear on that page if you do not have rights to alert any Group.
- 2) Create a News Item - this button will begin the process to create a News Item. A red warning will appear on that page if you do not have rights to post News for any Group.
- 3) User Profile – this button accesses your User Profile.

## ***Main Page - Groups***

The top three Main Groups to which you belong along with your permission levels are listed. The Main Group titles are links to that Main Group page. Click on the “More” button to access your “All Groups” page.

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## Main Group Pages

Each Group on the HHAN has a dedicated Main Group page only accessible by members of that Group. Clicking on the “Groups” link on the command bar will present a complete list of your Groups. Each user’s top three Main Groups are also listed on the left side of the Main Page under “Groups”. Clicking on a Main Group title will take you to that Main Group Page.

Group Pages appear very similar to your Main Page although there are key differences

- Main Group Pages only display Alerts and News Items pertinent to that Group.
- Main Group Pages also have a Main Group Shared Folder for posting and retrieving files.
- Many Main Groups will also have one or more Protocol Groups. These are, in effect, sub-groups that behave the same as the Main Group.

A Main Group Page contains:

- 1) Command Bar
- 2) Actions – see “Groups Pages – Actions” for more information.
- 3) Protocol Groups – see “Group Pages – Protocol Groups” for more information.
- 4) Alerts – the latest three Alerts sent to this Main Group
- 5) News – the latest three News Items posted for this Main Group

The screenshot displays the HHAN Main Group Page for the LBOH (MA Local Board of Health Users). The interface includes a top command bar with navigation links (Home, Profile, Alerts, News, Groups, Users List) and a user-specific welcome message. The main content area is organized into several sections: a left sidebar for Actions and Protocol Groups, a central Alerts section, and a bottom News section. Red circles with numbers 1 through 5 are overlaid on the image to identify key components: 1 points to the Command Bar, 2 points to the Actions list, 3 points to the Protocol Groups list, 4 points to the Alerts list, and 5 points to the News list.

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## **Main Group Page - Actions**

Links to perform certain Actions are displayed under the “Actions” Header. These Actions are dependent upon each user’s permissions for that Main Group. It is normal to see different Actions available for different Main Groups.

- 1) Back to Main Page – this link accesses your Main Page.
- 2) Main Group Shared Folder – this link accesses the Main Group Shared Folder for that specific Main Group. Please see the “Main Group Shared Folders” section of this manual for more information.
- 3) Group Administration – this link is used by Main Group administrators.
- 4) User Administration - this link is used by Main Group administrators.

## **Main Group Page - Protocol Groups**

The three top Protocol Groups to which a user belongs are listed here. Click on the “More” to display your “All Protocol Groups” page. See the next section for additional Protocol Group Page information.

## **Protocol Group Pages**

Protocol Group Pages are Group Pages accessible to certain members of a Main Group. They are in effect a sub-group of a Main Group. Protocol Groups allow the targeted dissemination of information. Protocol Group Pages are the same as Main Group Pages except for two differences:

- 1) Protocol Group Pages do not have Shared Folders.
- 2) Protocol Group Pages do not have subordinated Group Pages.

Examples of Protocol Groups.

Main Group	Example Protocol Groups	Ex. Protocol Group Members
LBOH (Local Boards of Health)	ABINGTON	Abington Public Health Staff
	REG1LBOH	All Region 1 Public Health Staff
HOSP (Hospitals)	EP	All Hospitals Emergency Preparedness Staff
	REG1	All Region 1 Hospital Users

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## News Items

News Items are informational bulletins posted on the web portal. News Items do not trigger notifications via email, telephony, or text messaging.

### Reading a News Item

The three latest News Items for a Main Group or Protocol Group are displayed on the bottom half of that Group's page. The News Item's title, status, and date/time stamp are displayed above the message. To access all News Items click on the "More..." link under News or the "News" link at the top of your page.

- 1) Click on the News Item Title to open the News Item Details Page

The screenshot shows the HHAN web portal interface. At the top, there is a navigation bar with links: Home, Profile, Alerts, News, Groups, Users List, and Help. Below this, a welcome message for Scott Kenfield is displayed, along with a Logout button. The main content area is titled 'Main Page' and is divided into several sections:

- Actions:** Contains links for 'Create a New Alert', 'Create a News Item', and 'User Profile'.
- Groups:** Lists groups with their respective administrators: LBOH (Main Group Admin), HHAN (Main Group Admin), and SMARTTESTORCUP (Main Group Admin).
- Alerts:** Displays a list of alerts, including 'More Complaints About Hand Washing Poster Company' (Viewed, 2007-04-06 10:00:51), 'Test message' (Unviewed, 2007-04-04 10:57:42), and 'Pet Food Recalls' (Viewed, 2007-04-03 15:07:23).
- News:** Displays a list of news items, including 'Energy Club Healthy California Mix & Raisin Nut Mix Undeclared Sulfites' (Unviewed, 2007-04-06 10:16:46), 'More Complaints About Hand Washing Poster Company' (Unviewed, 2007-04-06 10:03:41), and 'Pet Food Recalls' (Unviewed, 2007-04-03 14:44:55).

Red circles with the number 1 are placed over the titles of the first three news items, indicating the step to click on the title to view the details.

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## News Items Details Page

Click on the News Item title to open the News Item Details Page.

The News Item Details Page provides information including:

- 1) Title
- 2) Owner
- 3) Main Groups where Item is posted
- 4) Date/Time Item was created
- 5) Status when Item was opened
  - a. Unviewed
  - b. Viewed
  - c. Updated
  - d. Cancelled
- 6) Item Body
- 7) Links to associated uploaded files

**News Page**

Update News View History Back to All News Page

**News Information:**

News Title: Mini-Forum on: &Adolescent Sexuality and Public Health" April 20th

News Owner: skenfield1

News Groups: LBOH View News Groups and Users

Created Time: 2007-04-18 05:48:37

News Status: Unviewed

News Notification: Friday, April 20, 2007, 9:30 am & 1:30 pm State Laboratory Institute Space is limited. Please see the attached file for registration details.

Uploaded File(s): miniform.adolsex.doc

Back To All News page

### Actions Available in News Item Details Page

- 1) Update News – The News Item owner and Group Administrators may update the News Item.
- 2) View History – This displays the history of any updates made to this News Item.
- 3) View News Groups and Users – Readers can see which Groups received the News Item. The News Item owner and Group Administrators can see for which users the News Item was posted and which users have viewed the News Item.
- 4) Access Uploaded Files – clicking on the file name link will present prompt to save or open the uploaded file.
- 5) Back to All News – this link will open the All News Items Page.



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## Posting a News Item

Users with the appropriate permissions can post News Items.

- 1) On the Main Page click "Create a News Item". From all other pages click "News" then "Create a News Item".

(continued on the next page)

The screenshot shows the HHAN Main Page for user Scott Kenfield. The page has a navigation bar at the top with links: Home, Profile, Alerts, News, Groups, Users List, and Help. Below the navigation bar is a welcome message and a Logout button. The main content area is divided into several sections:

- Actions:** Contains links for "Create a New Alert", "Create a News Item" (circled in red with a "1"), and "User Profile".
- Groups:** Lists groups including LBOH, HHAN, and SMARTTESTORCUP, each with a "Main Group Admin" link.
- Alerts:** Displays a list of alerts, including "More Complaints About Hand Washing Poster Company", "Test message", and "Pet Food Recalls".
- News:** Displays a list of news items, including "Energy Club Healthy California Mix & Raisin Nut Mix Undeclared Sulfites", "More Complaints About Hand Washing Poster Company", and "Pet Food Recalls".

The "Create a News Item" link in the Actions section is the focus of the instruction.




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- 2) Enter the News Item Title.
  - 3) Enter the New Item Body.
  - 4) Click "Next".
- (continued on the next page)

## Detail for Notification


**Publish this notification as an:**

**Web-Based News Notification**



*This item will appear on the HHAN only and will not result in alert messages. Recipients will see news items when they log into the HHAN web system.*

**Alert Notification**



*Recipients will receive an electronic notification requesting that they view a detailed message on the HHAN. Alert recipients may confirm receipt.*

**Notification Title:**  2

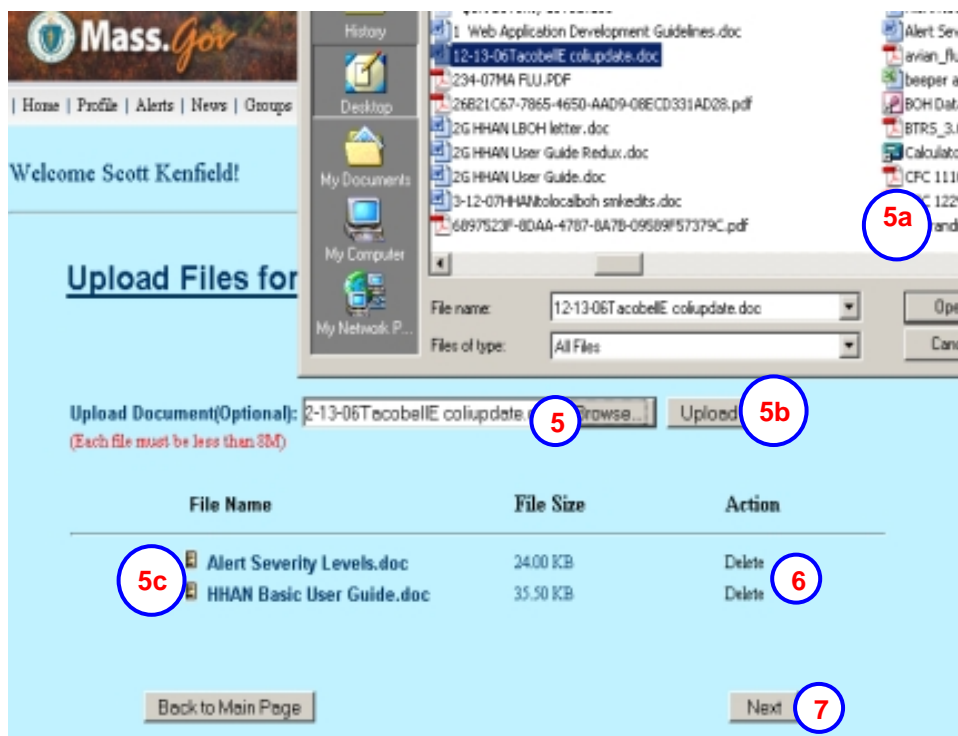
**Notification Body:** This text can include secure notification details.

Lots of pertinent and interesting information that you won't want to miss.

Reset
Back to Main Page
Next 4

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- 5) User can upload one or more files to be associated with this News Item. Click Browse.
  - a. Browse to desired file.
  - b. Click "Upload".
  - c. All uploaded files are listed.
- 6) Click "delete" to remove files.
- 7) Click "Next" when uploading is complete or if no files are to be uploaded.  
(continued on the next page)



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- 8) Select the Groups to be notified by checking the box next to the Group name.  
NOTE: "Select All" and "Deselect All" commands are at the page bottom.
- 9) Click "Publish News".

Select Groups for Notification

Select the relevant groups and/or subgroups for notification.

☒ SMARTTESTGROUP ( SMARTTESTGROUP )

☐ SUBGROUP (sub group)

☐ SUBGROUP2 (Sub Group 2)

☒ SUBGROUP3 (Sub Group 3)

Select All Groups    Deselect All Groups    **9** Next

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## Updating a News Item

The poster of a News Item owner and Group Administrators can update a News Item. Open the News Item's Details Page.

- 1) Click on "Update News"  
(continued on the next page)

The screenshot shows a web interface titled "News Page". At the top, there are three buttons: "Update News", "View History", and "Back to All News Page". The "Update News" button is circled with a red circle containing the number "2". Below these buttons is a section titled "News Information:". This section contains several fields: "News Title:" with the text "Massachusetts Department of Public Health (MDPH) Announces HHAN Migration Effective 1 April 2007"; "News Owner:" with the text "shenfield"; "News Groups:" with a dropdown menu showing "LEOH" and a "View News Groups and Users" button; "Created Time:" with the text "2007-03-16 14:26:22"; and "News Status:" with the text "Viewed". Below these fields is a "News Notification:" section with a text area containing the following text: "The Massachusetts Department of Public Health (MDPH) announces that the Health & Homeland Alert Network (HHAN) will migrate from the currently fielded BTRS 3.0 product to an internally developed application on April 1, 2007. All HHAN users will have to reenroll onto the new system." At the bottom of the form, there is an "Uploaded File(s):" field with the text "HHAN Announcement.doc" and a "Back To All News page" button.

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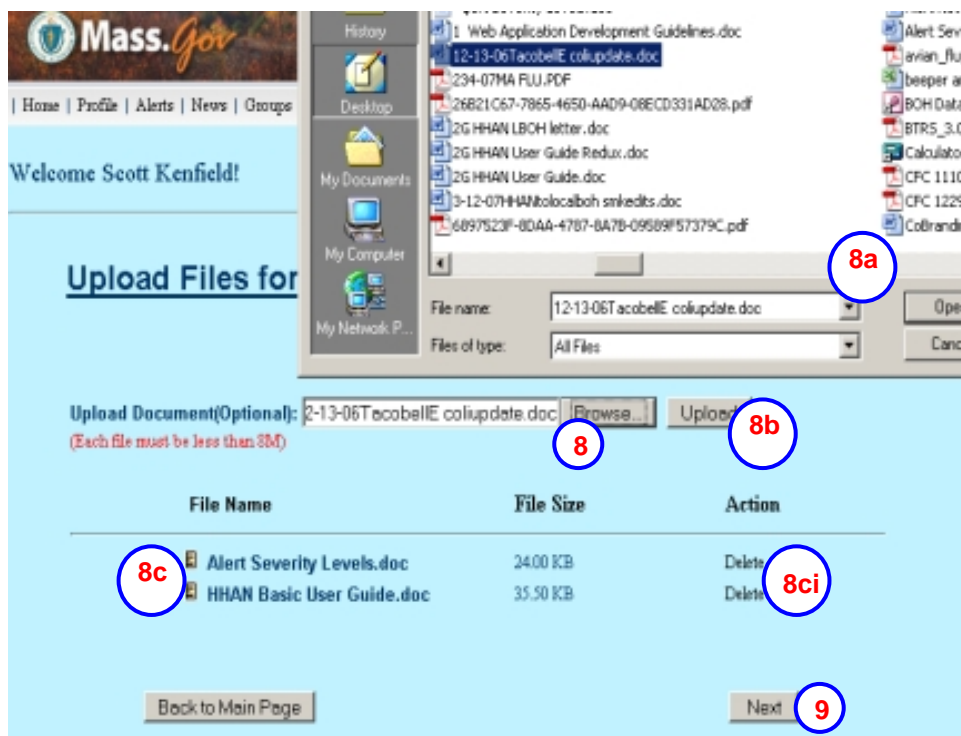
- 2) Set "Send Updated News to Recipients"
  - a. Yes – to repost the News Item as another "unviewed" News Item.
  - b. No – to update the existing News Item.
- 3) Set "Cancel this news:"
  - a. Yes – to change the News Item's status to "cancelled"
  - b. No – to change the News Item's status to "updated".
- 4) The News Item's Title can be changed.
- 5) Enter the updated News Item body.
- 6) Click Next.

(continued on the next page)

The screenshot shows a web form titled "Update News Page" with a light blue background. At the top right is a button labeled "Back to All News Page". Below this is a section header "Update Purpose :". Under this header are two dropdown menus. The first is labeled "Send updated news to Recipients:" and has a "No" option selected; a red circle with the number "3" is next to it. The second is labeled "Cancel this news:" and also has a "No" option selected; a red circle with the number "4" is next to it. Below these is another section header "News Information:". Under this header is a text input field labeled "News Title:" containing the text "Title for News"; a red circle with the number "5" is next to it. Below the title field is a larger text area labeled "News Notification :" containing the text "News Body"; a red circle with the number "6" is next to it. At the bottom of the form are three buttons: "Back To All News page", "Reset", and "Next"; a red circle with the number "7" is next to the "Next" button.

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- 7) User can upload one or more files to be associated with this updated News Item. Click "Browse".
  - a. Browse to desired file.
  - b. Click "Upload".
  - c. All uploaded files are listed.
    - i. Click "delete" to remove files.
- 8) Click "Update News" when uploading is complete or if no files are to be uploaded.

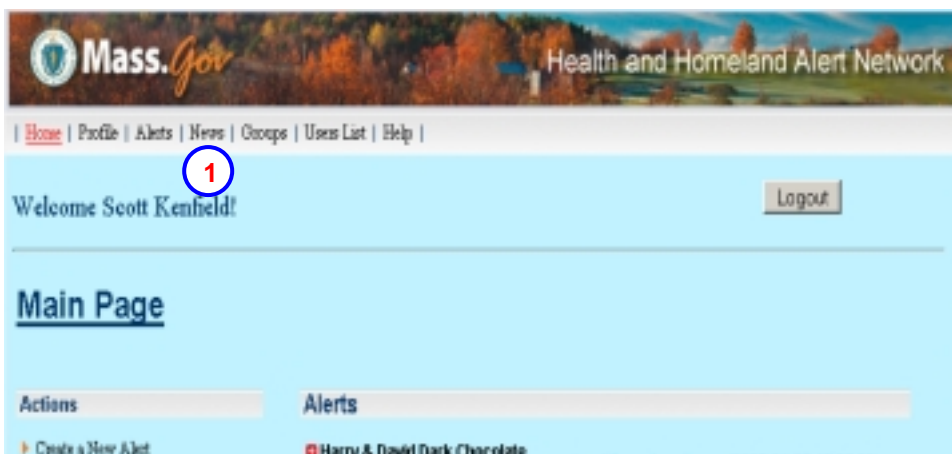


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## Cancelling a News Item

The News Item owner and Group Administrators can cancel a News Item.

- 1) Open the “All News” Page by clicking on the “News” button on the command bar.



- 2) Click the “Cancel” link next to the appropriate News Item.

**All News**

Create a News Item

	News Title	Status	Time	Actions	
1	Energy Club Healthy California Mix & Raisin Nut Mix-Undeclared Sulfites	Viewed	2007-04-06 10:16:46		
2	More Complaints About Hand Washing Poster Company	Unviewed	2007-04-06 10:03:41		
3	Pet Food Recalls	Unviewed	2007-04-03 14:44:55		
4	Test News Item for HHAN User Guide Devo	Cancelled	2007-03-27 12:55:45	Update	Can. <span style="border: 1px solid red; border-radius: 50%; padding: 2px;">2</span>
5	Title for News	Unviewed	2007-03-27 12:50:32	Update	Cancel
6	Test Item	Viewed	2007-03-27 12:31:42	Update	Cancel
7	Another User Guide Test	Viewed	2007-03-27 12:04:34	Update	Cancel

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## Alerts

### Receiving Alerts

Alerts can be delivered via email, telephony, and text messaging. Alerts are also posted on the top half of the appropriate Group page(s). It is highly recommended that HHAN users list at least one email address under each Alert Severity Level in their User Profile to ensure that they always get an email when a HHAN alert takes place.

#### Email Alerts

Email Alerts originate from "support@chip-dph2.tch.harvard.edu" and have "HHAN Alert: " as the subject. Please add the above email address to your email contacts list(s) to ensure that HHAN Alerts are not flagged as unsolicited SPAM email. HHAN email alerts contain the following:

- 1) Alert title.
- 2) Group alerted.
- 3) Date/Time alert sent.
- 4) Message body.
- 5) Confirmation (not) required notification.
- 6) Link to confirm.

#### Confirming Email Alerts

- 1) The HHAN Alert will be delivered by email.
- 2) Read the email.
- 3) Click on the link to confirm.

#### Telephonic Alerts

Telephonic Alerts use a text to voice computer program to read an alert to you. Caller ID is unavailable for the HHAN call center. Telephonic Alerts contain the following:

- 1) Salutation – "This is a message from the Massachusetts Alert Network."
- 2) Telephone PIN prompt.
- 3) Alert title.
- 4) Alert message.
- 5) Confirmation (not) required notification.
- 6) Confirmation prompt.

#### Confirming Telephonic Alerts

- 1) Answer the call.
- 2) Enter your four-digit Telephone PIN when prompted.
- 3) Listen to the Alert message.
- 4) If necessary, press 2 to repeat the message.
- 5) Press 1 to confirm the Alert.



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### Text Message Alerts

The first 160 characters of an Alert may be received via text messaging on a cellular telephone. Text message alerts do not have a standard composition because of the 160 character limit. Text message alerts usually contain:

- 1) Originating email account: "support@chip-dph2.tch.harvard.edu"
- 2) Subject line: "HHAN Alert: "
- 3) Alert title.
- 4) Group alerted.
- 5) Time alert sent.
- 6) Partial alert body.

Alerts cannot be confirmed using text messaging.

### Web Portal Alerts

Alerts are posted on the top half of alerted Group pages. The Main page only lists the three latest alerts from all of your Groups. Please check each of your Groups regularly to ensure that you view all of your alerts. Listing at least one email address in all five Alert Severity Levels in your Alerting Preferences helps ensure that you do not miss an alert, because you will receive an email for every alert.

#### Confirming an Alert via the HHAN web portal

- 1) Login to the HHAN.
- 2) Click on the Alert title to access the Alert Details Page.
- 3) Read the Alert.
- 4) Click on "Confirm" to confirm

The screenshot shows the 'Alert Page' interface. At the top, there are two buttons: 'View History' and 'Back to All Alerts Page'. Below this is a section titled 'Alert Information:' containing the following details:

- Alert Title:** FDA Warns Again About Arsenic in Mineral Water
- Alert Severity:** Minor
- Alert Sensitive :** No
- Confirmation Required :** No
- Confirmed :** No (Next to this is a 'Confirm' button, which is circled in red with a blue '4' next to it.)
- Alert Owner :** Isperandio
- Alert Groups :** DPHPPP (with a dropdown arrow) and a 'View Alert Groups and Users' button.
- Created Time :** 2007-03-26 11:17:50
- Alert Status :** Unviewed

Below the 'Alert Information' section, there are two text boxes:

- Alert Notification :** FDA Warns Again About Arsenic in Mineral Water, Five Brands Recalled Within Last Month imported from Armenia
- Alert Message:** FDA Warns Again About Arsenic in Mineral Water, Five Brands Recalled Within Last Month imported from Armenia

At the bottom, it shows 'Uploaded File(s): 3-26-07FDA Warns Again About Arsenic in Mineral Water.htm'

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## Alert Details Page

The Alert Details Page can be accessed on the web portal. Click on the Alert title to open the Alert Details Page. Each Group should have a published protocol to determine Alert Severity.

The Alert Details Page provides information including:

- 1) Title
- 2) Severity (one of below)
  - a. Extreme
  - b. Severe
  - c. Moderate
  - d. Minor
  - e. Unknown
- 3) Sensitive (one of below)
  - a. Yes
  - b. No
- 4) Confirmation Required (one of below)
  - a. Yes
  - b. No
- 5) Confirmation Status (one of below)
  - a. Confirmed
  - b. No
- 6) Owner
- 7) Main Groups alerted
- 8) Date/Time Alert was created
- 9) Status when Alert was opened (one of below)
  - a. Unviewed
  - b. Viewed
  - c. Updated
  - d. Cancelled
- 10) Alert Notification – This is text displayed on Web portal
- 11) Alert Message – This is text delivered via email, telephony, or text messaging.
- 12) Links to associated uploaded files

**Alert Page**

[View History](#) [Back to All Alerts Page](#)

**Alert Information:**

Alert Title: FDA Warns Again About Arsenic in Mineral Water  
 Alert Severity: Minor  
 Alert Sensitive: No  
 Confirmation Required: No  
 Confirmed: No [Confirm](#)  
 Alert Owner: lperandio  
 Alert Groups: [DPHFPP](#) [View Alert Groups and Users](#)  
 Created Time: 2007-03-26 11:17:50  
 Alert Status: Unviewed

**Alert Notification:**

FDA Warns Again About Arsenic in Mineral Water, Five Brands Recalled Within Last Month imported from Armenia

**Alert Message:**

FDA Warns Again About Arsenic in Mineral Water, Five Brands Recalled Within Last Month imported from Armenia

**Uploaded File(s):** 3-26-07FDA Warns Again About Arsenic in Mineral Water.htm

### Actions Available in Alert Details Page

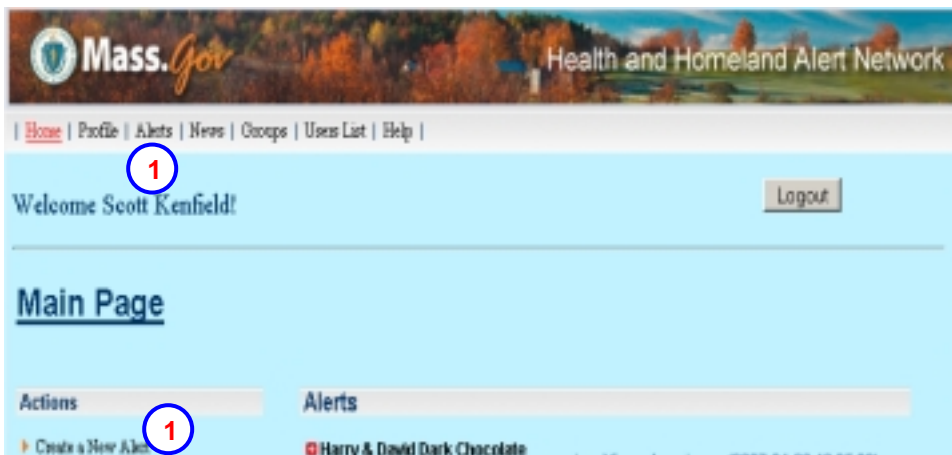
- 1) Update Alert – The Alert owner and Group Administrators may update the Alert.
- 2) View History – This displays the history of any updates made to this Alert.
- 3) View Alert Groups and Users – Readers can see which Groups received the Alert. The Alert owner and Group Administrators can see for which users the Alert was posted and which users have confirmed the Alert.
- 4) Access Uploaded Files – clicking on the file name link will present prompt to save or open the uploaded file.
- 5) Back to All Alerts – this link will open the All Alerts Page.

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## ***Sending an Alert***

Users with the appropriate permissions can send Alerts.

- 1) Click on “Alerts” link at the top of the page.  
NOTE: You can click on the “Create a New Alert” link on the Main Page. You will proceed to step 3.



- 2) Click on “Create a New Alert”.  
(continued on the next page)




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- 3) Enter the Alert title.
- 4) Enter the Alert body. This text field is posted on the web portal. This is not sent out via email or telephony.
- 5) Click "Next".  
(continued on the next page)

## Detail for Notification


Publish this notification as an:

**Alert Notification:**



*Recipients will receive an electronic notification requesting that they view a detailed message on the HHAN. Alert recipients may confirm receipt.*

**Web-Based News Notification**



*This item will appear on the HHAN only and will not result in alert messages. Recipients will see news items when they log into the HHAN web system.*

**Notification Title:** Enter the Notification Title here 3

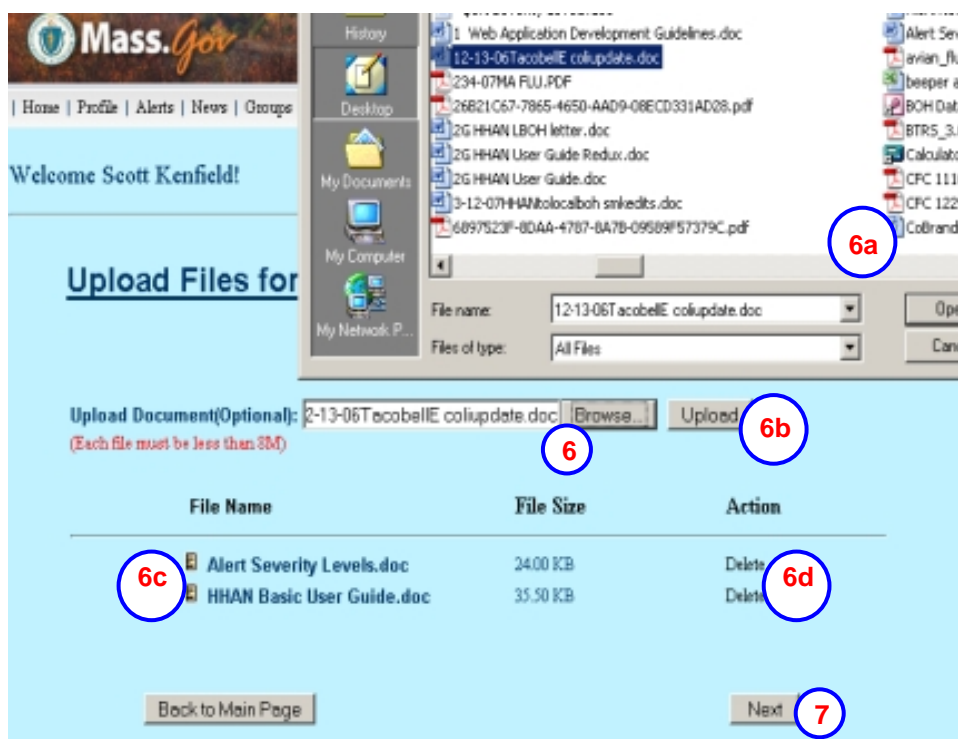
**Notification Body:** This text can include secure notification details.

Enter the Notification Body here 4

Reset
Back to Main Page
5
Next

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- 6) User can upload one or more files to be associated with this Alert.  
Click "Browse" if desired.
  - a. Browse to desired file.
  - b. Click "Upload".
  - c. All uploaded files are listed.
  - d. Click "delete" to remove files.
- 7) Click "Next".  
(continued on the next page)



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- 8) Select the Groups to be Alerted.  
NOTE: "Select All" and "Deselect All" commands are at the page bottom.
- 9) Click "Next".  
(continued on the next page)

Select Groups for Notification

Select the relevant groups and/or subgroups for notification.

☒ SMARTTESTGROUP ( SMARTTESTGROUP )

☐ SUBGROUP (sub group)

☐ SUBGROUP2 (Sub Group 2)

☒ SUBGROUP3 (Sub Group 3)

Select All Groups    Deselect All Groups    Next

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- 10) Select the Severity Level of the Alert. Refer to Group protocol(s) to determine the Alert Severity.
- 11) Flag the Alert as "Sensitive" as appropriate.
- 12) Flag the Alert as "Confirmation Required" as appropriate.
- 13) Enter the Alert Message. This text field is delivered via email and/or telephony depending on the recipients' Alerting Preferences.
- 14) Click "Publish Alert".

**Detail for Alert Notification**

Alert Severity: ☒ Extreme **10**  
☐ Severe  
☐ Moderate  
☐ Minor  
☐ Unknown

Sensitive: ☒ Yes ☐ No **11**

Confirmation Required: ☒ Yes ☐ No **12**

Alert Message (This should Not include sensitive or confidential data) :

Enter the Alert Message here

**13**

Reset Back to Main Page **14** Publish Alert

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## Updating an Alert

The Alert owner and Group Administrators can update an Alert.

- 1) Open the Alert's Details Page or the "All Alerts" page.
- 2) Click on "Update Alert".

(continued on the next page)

### Alert Page

2 Update Alert
 View History
 Back to All Alerts Page

#### Alert Information:

Alert Title:	FDA Warns Again About Arsenic in Mineral Water
Alert Severity:	Minor
Alert Sensitive :	No
Confirmation Required :	No
Confirmed :	No <input type="button" value="Confirm"/>
Alert Owner :	Isperadio
Alert Groups :	DPHFPP <input type="button" value="View Alert Groups and Users"/>
Created Time :	2007-03-26 11:17:50
Alert Status :	Viewed

Alert Notification :

FDA Warns Again About Arsenic in Mineral Water, Five Brands Recalled Within Last Month imported from Armenia

Alert Message:

FDA Warns Again About Arsenic in Mineral Water, Five Brands Recalled Within Last Month imported from Armenia

Uploaded File(s):

3-26-07FDA Warns Again About Arsenic in Mineral Water.htm



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- 3) Set "Send Updated Alert to Recipients:"
  - a. Yes – to repost/resend the Alert.
  - b. No – to update the existing Alert.
- 4) Set "Cancel this Alert:"
  - a. Yes – to change the Alert status to "cancelled"
  - b. No – to change the Alert status to "updated".
- 5) The Alert title can be changed.
- 6) The Alert Severity can be changed.
- 7) The Alert Sensitivity can be changed.
- 8) Confirmation required can be changed.
- 9) Enter the updated Alert Notification.
- 10) Enter the updated Alert Message.
- 11) Click Next.

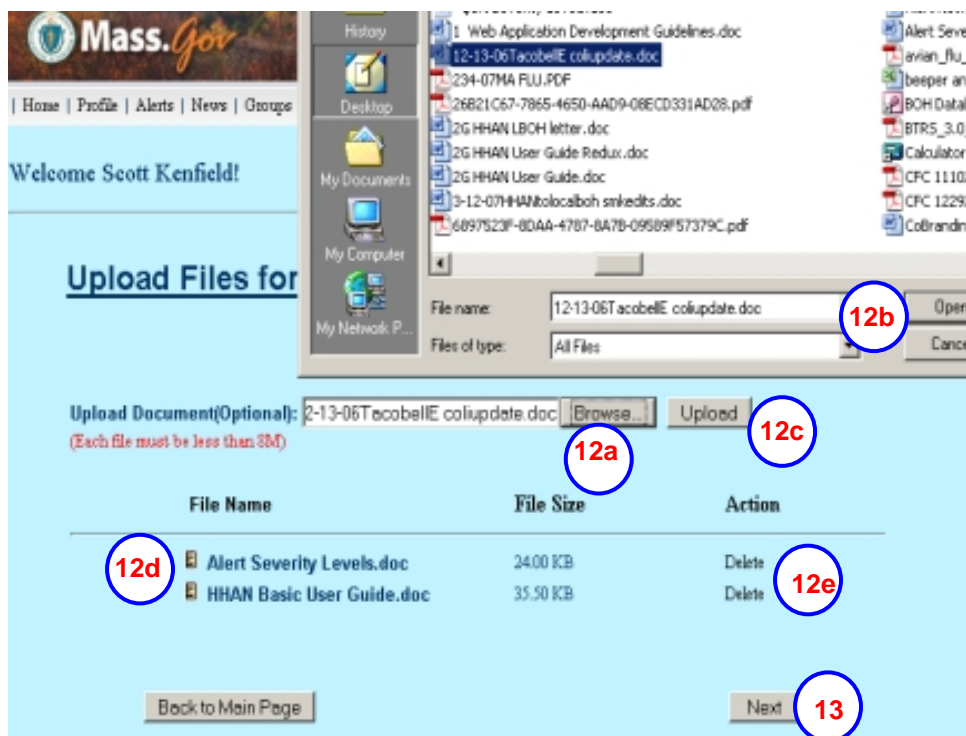
NOTE: The "Reset" button will clear/reset all fields.

(continued on the next page)

The screenshot shows the 'Update Alert Page' interface. At the top right is a 'Back to All Alerts Page' button. Below the title is an 'Update Purpose :' section with two dropdown menus: 'Send updated alert to recipients:' (set to 'No', callout 3) and 'Cancel this alert:' (set to 'No', callout 4). The 'Alert Information:' section follows, containing: 'Alert Title:' (text box with 'FDA Warns Again About Arsenic in Mineral Water', callout 5), 'Alert Severity:' (dropdown set to 'Minor', callout 6), 'Alert Sensitive:' (dropdown set to 'No', callout 7), and 'Confirmation Required:' (dropdown set to 'No', callout 8). Below these are two text areas: 'Alert Notification:' (containing 'FDA Warns Again About Arsenic in Mineral Water, Five Brands Recalled Within Last Month imported from Armenia', callout 9) and 'Alert Message:' (containing the same text, callout 10). At the bottom are three buttons: 'Back To All Alerts page', 'Reset', and 'Next' (callout 11).

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- 12) User can upload one or more files to be associated with this updated Alert.
  - a. Click "Browse"
  - b. Browse to desired file.
  - c. Click "Upload".
  - d. All uploaded files are listed.
  - e. Click "delete" to remove files.
- 13) Click "Update Alert" when uploading is complete or if no files are to be uploaded.

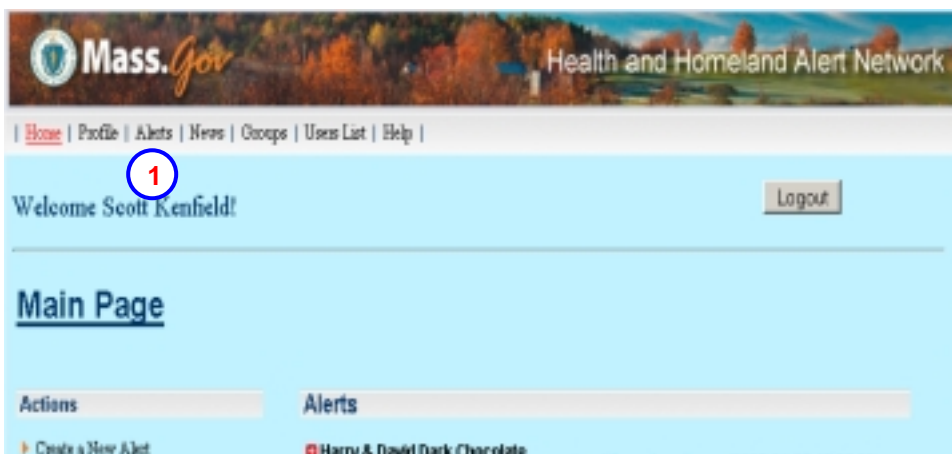


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## ***Canceling an Alert***

The Alert owner and Group Administrators can cancel a News Item.

- 1) Open the "All Alerts" Page



- 2) Click the "Cancel" link next to the appropriate Alert.

<u>All Alerts</u>					
Create a New Alert					
	Alert Title	Status	Time	Actions	
1	More Complaints About Hand Washing Poster Company	Viewed	2007-04-06 10:00:51		
2	Test message	Unviewed	2007-04-04 10:57:42	Update	Cancel
3	Pet Food Recalls	Viewed	2007-04-03 15:07:23		
4	Just a test	Unviewed	2007-04-01 14:10:46	Update	Cancel
5	test	Unviewed	2007-03-30 14:12:42	Update	Cancel
6	Recall: Olives-Cerignola, Nocellara and Castelvetro	Unviewed	2007-03-29 09:38:06		

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## Main Group Shared Folders

Each Main Group has a Main Group Shared Folder. Main Group Shared Folders are used to save and share computer files. The Main Group Shared Folders are not sophisticated Content Management Systems. There are no file version histories, discussion threads, subscriptions, or check in/out features. Users can only post, download, and delete. Deleted files and folders cannot be retrieved. Use caution when deleting files.

Users with Main Group Reader permissions may view and download files from the Main Group Shared Folder but cannot post files or modify the folder structure. Users with permissions to post News or send Alerts and Administrators can post and delete files. These users can also modify the Main Group Shared Folder taxonomy.

### Main Group Shared Folder View

The Main Group Shared Folder view contains:

- 1) Links to the Main Group page and to your Main Page.
- 2) Search interface.
- 3) Taxonomical address of current view.
  - a. An "Up" button to navigate to the parent folder of the displayed folder. The Root folder has no parent. **(No up button appears in the example below)**
- 4) Display of the current folders contents
  - a. Command links next to each folder and file.
    - i. Add
    - ii. Edit
    - iii. Delete

**Current Main Group: SMARTTESTGROUP (SMARTTESTGROUP)**

**Shared Folder**

1. Back To Main Group    Back To Main Page

Search:  2.  Search

Address:  3. 3a.

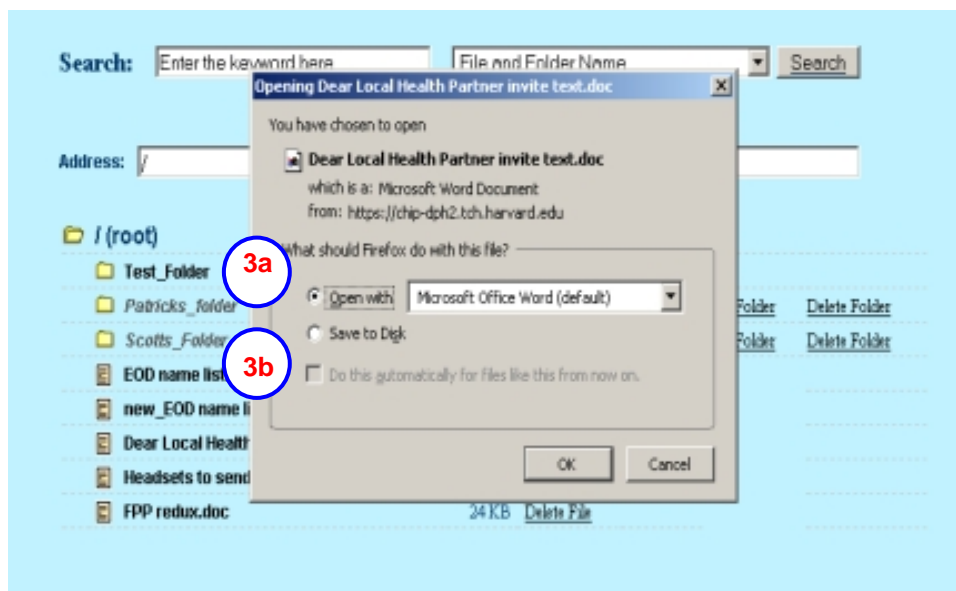
Folder/Item	Add Folder	Add File	Edit Folder	Delete Folder
/ (root)				
Test_Folder				
Patricks_folder			4. Edit Folder	Delete Folder
Scotts_Folder			Edit Folder	Delete Folder
EOD name list.doc (23 KB)				Delete File

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## Navigating the Main Group Shared Folder

The Main Group Shared Folder opens with the Root folder displayed.

- 1) Click on a folder name to open that folder.
- 2) Click on the “Up” button to close a folder and return to its parent.
- 3) Click on a file name to access that file. You will be prompted to either:
  - a. Open the file with the appropriate application.
  - b. Save the file.
- 4) Use the “Search” feature to quickly find files and folders. See the next section.



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## Searching a Main Group Shared Folder

Users can search all file and folder names in a Main Group Shared Folder or users can opt to include the contents of Microsoft Word files in the search.


- 1) Enter the keyword in the search field
- 2) Select either
  - a. Search "File and Folder Name"
  - b. Search "File Name/Content and Folder Name"
- 3) Click "Search"
- 4) Links to folders that match the criterion are displayed.
- 5) Links to files that match the search criteria are displayed along with extracts from matching content (if applicable).
- 6) If there is not a match a red warning will be displayed.
- 7) Click on the links to open the file or folder.

**Search Page**

Back To Share Folder Page    Back To Main Page




Search:

(1) Here are the folder names with "HHAN":

Folder Name
 <a href="#">HHAN</a> <input type="button" value="7"/>

(2) There are no file names with "HHAN".

(3) Here are the file names which content contains "HHAN":

File Name	File Content
 <a href="#">/Test_Folder/Dear Local Health Partner invite text.doc</a> <input type="button" value="5"/>	... to join the new Health & Homeland Alert Network (HHAN). Please follow the link at the bottom of this e...
 <a href="#">/Dear Local Health Partner invite text.doc</a> <input type="button" value="7"/>	... to join the new Health & Homeland Alert Network (HHAN). Please follow the link at the bottom of this e...
 <a href="#">/FPP redux.doc</a>	...tribution is the Health & Homeland Alert Network (HHAN). The HHAN program will not be able to support t...

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## Add Folder

- 1) Click on the “Add Folder” link next to the desired parent folder.

Current Main Group: SMARTTESTGROUP (SMARTTESTGROUP)

Shared Folder

Back To Main Group Back To Main Page

Search:   Search

Address:

/ (root)	<a href="#">Add Folder</a>	<a href="#">Add File</a>
Test_Folder	<a href="#">Add Folder</a>	<a href="#">Add File</a>
Patricks_folder	<a href="#">Add Folder</a>	<a href="#">Add File</a> <a href="#">Edit Folder</a> <a href="#">Delete Folder</a>
Scotts_Folder	<a href="#">Add Folder</a>	<a href="#">Add File</a> <a href="#">Edit Folder</a> <a href="#">Delete Folder</a>
EOD name list.doc	23 KB	<a href="#">Delete File</a>

- 2) Enter a name for the new folder. Folder names cannot contain spaces or special characters.
- 3) Click “Add Folder”.

Create New Folder

Go Back

\*\* Indicates a required field

Folder Information:

Folder Name:  \*\*

[Add Folder](#) [Reset](#) [Go Back](#)

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## Edit Folder Name

- 1) Navigate to the parent folder of the folder to be edited.
- 2) Click the "Edit Folder" link next to the folder to be edited.

Current Main Group: SMARTTESTGROUP (SMARTTESTGROUP)

**Shared Folder**

[Back To Main Group](#) [Back To Main Page](#)

Search:

Address:

/ (root)	<a href="#">Add Folder</a>	<a href="#">Add File</a>		
Test_Folder	<a href="#">Add Folder</a>	<a href="#">Add File</a>		
Patricks_folder	<a href="#">Add Folder</a>	<a href="#">Add File</a>	<a href="#">Edit Folder</a>	<a href="#">Delete Folder</a>
Scotts_Folder	<a href="#">Add Folder</a>	<a href="#">Add File</a>	<a href="#">Edit Folder</a>	<a href="#">Delete Folder</a>
EOD name list.doc	23 KB	<a href="#">Delete File</a>		

- 3) Enter a new folder name.
- 4) Click "Save".

**Edit Folder**

[Go Back](#)

**\*\* Indicates a required field**

Folder Information:

Folder Name:  \*\*

[Save](#) [Reset](#) [Go Back](#)



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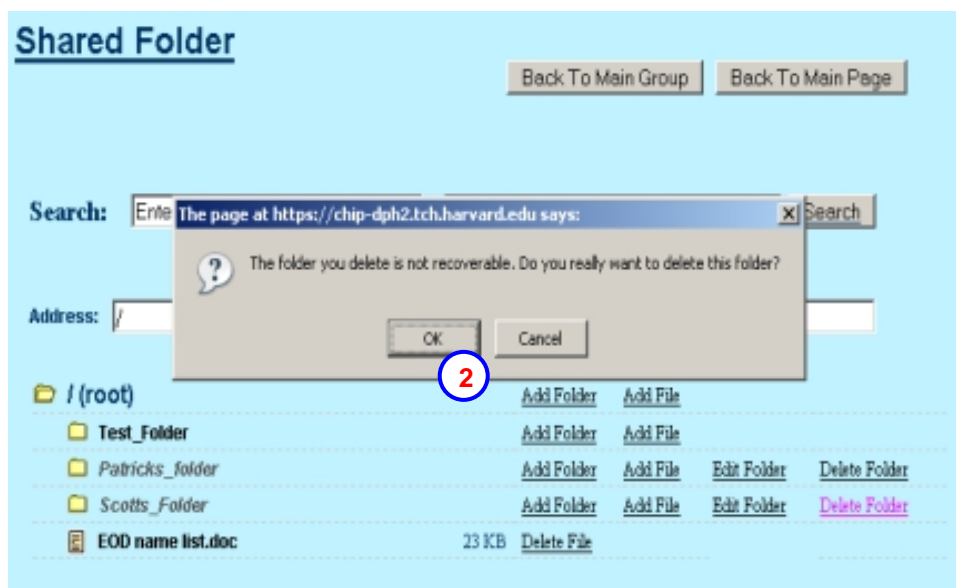
## Delete Folder

Only empty folders may be deleted. Delete all of a folder's contents to reveal the "Delete Folder" link.

- 1) Click the "Delete Folder" link next to folder to be deleted.



- 2) Confirm your intent to delete the folder.



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## Add File

- 1) Click on the “Add File” link next to the folder in which the file will be posted.

- 2) Click “Browse” and browse to the file to be added.
- 3) Click “Upload”.
  - a. More than one file may be uploaded.
- 4) The file(s) details will be displayed once the upload is complete.
- 5) To remove a file from the upload list use the “delete” link next to the file name.

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- 6) Click on “Confirm” to complete the Add File process.

**Upload Files**

Upload File: C:\Documents and Settings\skenf\ 2 3 Upload

(Each file must be less than 3M)

File Name	File Size	Action
EOD name list.doc	23.50 KB	Delete
Dear Local Health Partner invite text.doc <span style="border: 1px solid black; border-radius: 50%; padding: 2px;">4</span>	24.00 KB	Delete <span style="border: 1px solid black; border-radius: 50%; padding: 2px;">5</span>
Headsets to send.doc	23.50 KB	Delete
FPP redux.doc	24.00 KB	Delete

6 Confirm

## Delete File

- 1) Click on the “Delete File” link next to the file to be deleted.  
(continued on next page)

**Current Main Group: SMARTTESTGROUP (SMARTTESTGROUP)**

**Shared Folder**

Back To Main Group Back To Main Page

**Search:**  Enter the keyword here  File and Folder Name

**Address:**

Folder/File	Add Folder	Add File	Edit Folder	Delete Folder
/ (root)	<a href="#">Add Folder</a>	<a href="#">Add File</a>		
Test_Folder	<a href="#">Add Folder</a>	<a href="#">Add File</a>		
Patricks_folder	<a href="#">Add Folder</a>	<a href="#">Add File</a>	<a href="#">Edit Folder</a>	<a href="#">Delete Folder</a>
Scotts_Folder	<a href="#">Add Folder</a>	<a href="#">Add File</a>	<a href="#">Edit Folder</a>	<a href="#">Delete Folder</a>
EOD name list.doc 23 KB		<a href="#">Delete File</a> <span style="border: 1px solid black; border-radius: 50%; padding: 2px;">1</span>		

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- 2) Confirm your intent to delete the file.

